



Notice

26 September 2017

2016-17 Review of the *Water Services Code of Conduct (Customer Service Standards) 2013*

PUBLICATION OF THE DRAFT DECISION

The Economic Regulation Authority (ERA) has released its draft decision on the 2016-17 review of the *Water Services Code of Conduct (Customer Service Standards) 2013*.

The draft decision explains the amendments the ERA proposes to make to the Code. A copy of the proposed revised Code is attached to the draft decision.

The Code is an integral component of the protection framework for water customers and covers areas such as billing, connection, metering, financial hardship and complaints.

The ERA invites interested parties to make a submission on its [draft decision](#).

Submissions should be made by **4:00pm (WST)** on **Tuesday, 17 October 2017** at:

Online: www.erawa.com.au/consultation
Email: publicsubmissions@erawa.com.au
By post: PO Box 8469, PERTH BC WA 6849

The ERA will consider submissions received by interested parties in preparing its final decision.

For further information contact:

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